

# Task Order 139 – Data Mart Operations

## Data Mart Operations Monthly SLA Metrics Report Deliverable 139.1.1f

Period Ending: 11/30/03



**F E D E R A L**  
**S T U D E N T A I D**

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## *Task Order 139 – Data Mart Operations*

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Introduction.....	3
FP Data Mart Availability for Production.....	3
Financial Partners (FP) Data Mart Operations Status .....	4
Work Accomplished During This Period.....	4
Issues or Anticipated/Current Problems.....	4
Planned Work for Next Period .....	4
Help Desk Monthly Throughput (FP) .....	5
Help Desk Request Summary (FP).....	6
Financial Partners Data Mart Requests .....	7
Credit Management (CM) Data Mart Operations Status.....	24
Work Accomplished During This Period.....	24
Issues or Anticipated/Current Problems.....	24
Planned Work for Next Period .....	24
Help Desk Monthly Throughput (CM) .....	25
Help Desk Request Summary (CM).....	26
Credit Management Data Mart Requests.....	27



## Task Order 139 – Data Mart Operations

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### Introduction

This is the November monthly report for Task Order 139 – Data Mart Operations. The purpose of this task order is to provide the capability to sustain the Financial Partners (FP) Data Mart and Credit Management (CM) Data Mart. The report information will be provided separately for each system.

### FP Data Mart Availability for Production

**\*\*Note:** Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Saturday, November 01, 2003	100%	
Sunday, November 02, 2003	100%	
Monday, November 03, 2003	100%	
Tuesday, November 04, 2003	100%	
Wednesday, November 05, 2003	100%	
Thursday, November 06, 2003	100%	
Friday, November 07, 2003	100%	
Saturday, November 08, 2003	100%	
Sunday, November 09, 2003	100%	
Monday, November 10, 2003	100%	
Tuesday, November 11, 2003	100%	
Wednesday, November 12, 2003	100%	
Thursday, November 13, 2003	100%	
Friday, November 14, 2003	100%	
Saturday, November 15, 2003	100%	
Sunday, November 16, 2003	100%	
Monday, November 17, 2003	100%	
Tuesday, November 18, 2003	100%	
Wednesday, November 19, 2003	100%	
Thursday, November 20, 2003	100%	
Friday, November 21, 2003	100%	
Saturday, November 22, 2003	100%	
Sunday, November 23, 2003	100%	
Monday, November 24, 2003	100%	
Tuesday, November 25, 2003	100%	
Wednesday, November 26, 2003	100%	
Thursday, November 27, 2003	100%	
Friday, November 28, 2003	100%	
Saturday, November 29, 2003	100%	
Sunday, November 30, 2003	100%	



## ***Task Order 139 – Data Mart Operations***

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### Financial Partners (FP) Data Mart Operations Status

#### ***Work Accomplished During This Period***

- Completed monthly FP load for October with monthly data feeds from NSLDS and PEPS.
- Completed bi-weekly loading for FMS data.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.

#### ***Issues or Anticipated/Current Problems***

- None to report.

#### ***Planned Work for Next Period***

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP SIR requests.
- Complete November FP monthly data load and bi-weekly FMS loading.



## Task Order 139 – Data Mart Operations

---

### Help Desk Monthly Throughput (FP)

#### Change Request

Category	High	Medium	Low	Total
Carry Forward	0	8	0	8
New	0	1	0	1
Closed	0	0	0	0
End of Month Balance	0	9	0	9

#### Data Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	0	0
Closed	0	0	0	0
End of Month Balance	0	0	0	0

#### Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	0	3	0	3
New	3	1	0	4
Closed	3	1	0	4
End of Month Balance	0	3	0	3

Note: SIRs in POSTPONED status are not reflected in these numbers



## Task Order 139 – Data Mart Operations

### Help Desk Request Summary (FP)

Total Processed Requests: 16

ID	STATE	TITLE	PRIORITY	TYPE OF REQ	OPEN	CLOSED
253	Assigned	1.2.6 GA Fee Payments	2. Medium	Change Request	7/30/2002	
254	Assigned	1.2.6.1 GA Requested and Paid Fees	2. Medium	Change Request	7/30/2002	
255	Assigned	1.2.7 GA Fee Payments History Report	2. Medium	Change Request	7/30/2002	
389	Assigned	GA Monthly / Quarterly Report	2. Medium	Help Desk Request	2/25/2003	
442	Assigned	Missing data and prompts need updating	2. Medium	Change Request	4/29/2003	
449	Assigned	FMS-NSLDS Cross-Check	2. Medium	Change Request	4/30/2003	
450	Assigned	Lender Scorecard - Origination Fee Variance	2. Medium	Change Request	4/30/2003	
513	Assigned	Applied Quarter Date Display	2. Medium	Change Request	10/28/2003	
518	Assigned	Largest Parent Lenders by Loan Type	2. Medium	Change Request	11/14/2003	
438	Assigned	Lender Scorecard - State / LID Trigger	2. Medium	Help Desk Request	4/25/2003	
458	Assigned	Capitalized Interest Report - SI #12	2. Medium	Help Desk Request	5/27/2003	
484	Assigned	GA Monthly Trigger Rate Report Metrics	2. Medium	Help Desk Request	7/9/2003	
515	Closed	Create GA ID's	1. High	Help Desk Request	11/4/2003	11/5/2003
516	Closed	Lender 799 G/L Comparison report	2. Medium	Help Desk Request	11/10/2003	11/10/2003
517	Closed	Reset Daniel Hurt's IDs	1. High	Help Desk Request	11/13/2003	11/13/2003
520	Closed	Reset James Foley's ID	1. High	Help Desk Request	11/20/2003	11/20/2003



## Task Order 139 – Data Mart Operations

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### Financial Partners Data Mart Requests

Total Open Requests: 12

**ID:** MPOps00000253      **Title:** 1.2.6 GA Fee Payments  
**State:** Assigned      **Priority:** 2. Medium  
**Open:** 7/30/2002 7:29:17PM      **Target Date:**  
**Requestor:** Ben Chiu, 415-556-4136      **Assigned to:** Mark Mandrella, 202-962-0721  
**Description:**

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

[Activity Log:](#)

===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice\_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy



## Task Order 139 – Data Mart Operations

---

Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice\_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice\_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice\_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====

Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up





## Task Order 139 – Data Mart Operations

---

the same, the value is: \$325,031,666.

Can you please verify it again and let me know what difference you found?

Thanks

Tina

--- "Chiu, Ben"

<Ben.Chiu@ed.gov> wrote:

> Hi Tina

>

> I agree. It

should be the same as adding the

> Federal, Operating and

> Restricted funds ending balances from the annual

> report to get the

> portofolio

balance. I

believe I

used GA706

when

I

> checked the figures.

>

> Ben

>

> -----Original Message-----

> From: Tina

Liu

[mailto:sli\_

tina@yahoo.com

]

> Sent: Thursday, August 22, 2002 10:57 AM

> To: ben.chiu@ed.gov

> Cc: Mark Mandrella; Al

Bradley

> Subject: GA Fee Payments: Portfolio balances

>

>

> Hi Ben,

>

> Thank you for attending the  
meeting today.

I



## Task Order 139 – Data Mart Operations

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> checked the calculation of Portfolio balances in the  
> report <GA Fee Payments>, it seems it should be the  
> same as adding up principal, interest, and other  
> ending balances all together from Form 2000 annual  
> report. Can you give us an example  
GA ID for  
this  
> problem?  
>  
> Thanks  
> Tina

===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to  
use  
INVOICE\_NU  
M from table  
ap\_invoices\_all to aggregate on requested and paid  
fees for a specific fiscal year. Can FMS send us the  
exact format of  
INVOICE\_NUM for  
all types of invoices?
2. How FMS determine the actual invoice type (VFA,  
LPIF, AMF, etc.)  
for a manual invoice entry?
3. What is the relationship between table  
ffelga\_soa\_reports and ap\_invoice\_payments\_all?  
Suppose we add up all types of payments for an  
individual GA during fiscal year 2001 from table  
ap\_invoice\_payments\_all, can we get the same amount  
from table ffelga\_soa\_reports?

===== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

===== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth



## Task Order 139 – Data Mart Operations

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Kundapur sent the  
SQL statements behind the  
scene.

===== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email  
to Todd Kaywood on 8/2/02,  
asking for SQL query behind  
generating the following FMS reports (quote  
from Ben Chiu's  
email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF  
payments, I ran "SFA GA SOA  
NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".

**ID:** MPOps00000254 **Title:** 1.2.6.1 GA Requested and Paid Fees

**State:** Assigned **Priority:** 2. Medium

**Open:** 7/30/2002 7:30:32PM

**Target Date:**

**Requestor:** Ben Chiu, 415-556-4136

**Assigned to:** Mark Mandrella, 202-962-0721

**Description:**

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS  
Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was  
calculated in the year paid not the year earned.

**Activity Log:**

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see  
if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.



## Task Order 139 – Data Mart Operations

---

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice\_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice\_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice\_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would



## Task Order 139 – Data Mart Operations

---

run a report to show me the formats of the invoice\_num field.

===== State: Assigned by:mmmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs\_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben McPherson's comments.

===== State: Needs\_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

===== State: Needs\_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR\_F\_GA\_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben

Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).



## Task Order 139 – Data Mart Operations

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**ID:** MPOps00000255      **Title:** 1.2.7 GA Fee Payments History Report  
**State:** Assigned      **Priority:** 2. Medium  
**Open:** 7/30/2002 7:32:26PM      **Target Date:**  
**Requestor:** Ben Chiu, 415-556-4136      **Assigned to:** Mark Mandrella, 202-962-0721

**Description:**

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

**Activity Log:**

==== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

==== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice\_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

==== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

==== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====



## Task Order 139 – Data Mart Operations

---

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice\_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice\_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice\_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tlui at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

**ID:** MPOps00000389 **Title:** GA Monthly / Quarterly Report

**State:** Assigned **Priority:** 2. Medium

**Open:** 2/25/2003 3:52:30PM **Target Date:**

**Requestor:** Nettie Harding, 202-377-3307

**Assigned to:** Keisha Contee, 202-962-0655

**Description:** The GA Monthly / Quarterly Report's monthly Principal, Interest, and Other Amounts do not accurately match Monthly / Quarterly captured by non-MicroStrategy reports from FMS.

Systematic approach will be taken to determine whether:

- 1) MicroStrategy and / or Informatica is out-of-synch with FMS;
- 2) FMS reports are out-of-synch with FMS.



## Task Order 139 – Data Mart Operations

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### Activity Log:

===== State: Assigned by:kcontee at 12/2/2003 12:09:54 PM =====

11/26/03 Sent Nettie and Ben an email to verify changes. email: GA  
Monthly/Quarterly has been fixed. We found that there were some duplicated records and they were removed. You can review the changes in Test or Prod. Here is the spreadsheet sent to me by Ben. The first sheet is what used to be in the Data mart. The next three sheets should be added together to give a quarterly total for Arkansas ? 705 September 30, 2002. Let me know how everything goes.

8/29 - Sent an email to Nettie to understand why monthly and quarterly reports are not listing the same line sub-items.

ID: MPOps00000438

Title: Lender Scorecard - State / LID Trigger

State: Assigned

Priority: 2. Medium

Open: 4/25/2003 3:10:19PM

Target Date:

Requestor: Ben Chiu, 415-556-4136

Assigned to: Keisha Contee, 202-962-0655

### Description:

When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria.

However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only provided one state and LID pair that exhibits this.

Activity Log:

===== State: Assigned by:kcontee at 12/2/2003 12:13:09 PM =====

11/03 - Nettie and Keisha have met to discuss the functionality of the report and triggers. Keisha is working on a fix.

8/29 - Nettie and Keisha have decided to meet in order to discuss the trigger functionality.

===== State: Assigned by:kcontee at 11/3/2003 11:02:41 AM =====

8/29 - Nettie and Keisha have decided to meet in order to discuss the trigger functionality.





## Task Order 139 – Data Mart Operations

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===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came from old excel and IDEA reports that we had developed in the past. There is no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.

**ID:** MPOps00000442

**Title:** Missing data and prompts need updating

**State:** Assigned

**Priority:** 2. Medium

**Open:** 4/29/2003 7:25:25PM

**Target Date:**

**Requestor:** Nettie Harding, 202-377-3307

**Assigned to:** Keisha Contee, 202-962-0655

**Description:**

The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans  
Default Dollars Paid to Lenders  
Loan Volume Commitment

**Activity Log:**

===== State: Assigned by:mko at 6/9/2003 8:47:43 AM =====

NH: Awaiting on information from Nettie Harding on which direction to take in terms of the formatting of prompt values:

1.0 The report prompts are based on a Quarter (Ending Date). Pre-defined list of prompts displays 'QTR\_ENDING\_CALENDAR\_MONTH' in the example format of 1972 September

20. The currently displayed prompts are in the format of FISCAL\_QTR\_LONG\_DESC, e.g. '1972 FQ4'

3.0 Please advise on the desired format. Please refer to the Collection on Defaulted Loans in Test as an example.



## Task Order 139 – Data Mart Operations

---

**ID:** MPOps00000449

**Title:** FMS-NSLDS Cross-Check

**State:** Assigned

**Priority:** 2. Medium

**Open:** 4/30/2003 1:36:49PM

**Target Date:**

**Requestor:** Nettie Harding, 202-377-3307

**Assigned to:** Keisha Contee, 202-962-0655

**Description:**

One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative to come up with the annual number.

**Activity Log:**

===== State: Assigned by:kcontee at 12/2/2003 12:19:24 PM =====

12/2 - Approved. Changes will be moved into Production.

11/10 - KC made changes to the report and it is ready for testing. Nettie and Susan will test for the report's correctness.

8/29 - Report has been disabled per the request of Power User community.

11/03 - Keisha is working on a fix.

===== State: Assigned by:kcontee at 12/2/2003 12:16:58 PM =====

12/2 - Waiting for testing.

11/10 - KC made changes to the report and it is ready for testing. Nettie and Susan will test for the report's correctness.

8/29 - Report has been disabled per the request of Power User community.

11/03 - Keisha is working on a fix.

===== State: Assigned by:kcontee at 11/10/2003 1:41:45 PM =====

11/10 - KC made changes to the report and it is ready for testing. Nettie and Susan will test for the report's correctness.

8/29 - Report has been disabled per the request of Power User community.

11/03 - Keisha is working on a fix.



## Task Order 139 – Data Mart Operations

---

===== State: Assigned by:kcontee at 11/3/2003 11:03:37 AM =====

8/29 - Report has been disabled per the request of Power User community.

11/03 - Keisha is working on a fix.

===== State: Assigned by:lphillips at 9/4/2003 10:39:40 AM =====

8/29 - Report has been disabled per the request of Power User community.

**ID:** MPOps00000450

**Title:** Lender Scorecard - Origination Fee Variance

**State:** Assigned

**Priority:** 2. Medium

**Open:** 4/30/2003 6:00:53PM

**Target Date:**

**Requestor:** Nettie Harding, 202-377-3307

**Assigned to:** Keisha Contee, 202-962-0655

**Description:**

The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of \$27,000.78 it is reporting \$2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

**Activity Log:**

===== State: Assigned by:kcontee at 11/3/2003 11:06:41 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

9/8 KC: Test out SIR 450. I changed the fields so that they report the correct data. This may have resolved the issue with the incorrect decimal placement. You can test Lender Virginia: 802560 Suntrust Bank. I know we were reporting incorrect information for this Lender before the change.

11/03 The report is working as it should. However, there are some subsets of data that report differently. Nettie would like for this SIR to remain open until we can understand why these subsets are reporting differently.

===== State: Assigned by:kcontee at 9/8/2003 4:10:34 PM =====



## Task Order 139 – Data Mart Operations

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McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

9/8 KC: Test out SIR 450. I changed the fields so that they report the correct data. This may have resolved the issue with the incorrect decimal placement. You can test Lender Virginia: 802560 Suntrust Bank. I know we were reporting incorrect information for this Lender before the change.

===== State: Assigned by:lphillips at 9/4/2003 10:40:50 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

===== State: Assigned by:smcconaghie at 9/3/2003 8:36:38 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

===== State: Assigned by:kcontee at 7/29/2003 9:54:27 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.

NC:Attached are a couple of interesting finds for you to review:  
Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change.  
Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case.

Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in the FP Datamart. There are no decimal places in these numbers. Should this be the case?

7/24 - KC: After research, I found that the report is working



## *Task Order 139 – Data Mart Operations*

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properly. But, I believe the data for 802560 / Dec 1999 quarter was improperly loaded.

Refer to spreadsheets FPDM 801895 and MSTR 801895. The first spreadsheet shows what is in the FPDM while the second shows what is in MSTR. From analyzing this data, it seems to me that the data in FPDM is rounded to the nearest dollar and the report reports this figure.

Now, refer to spreadsheets FPDM 802560 and MSTR 802560. After analyzing this data, it seems to be doing the same thing as the noted above. But, we know 2,700,078.00 is not the correct figure. The correct figure should be 27,000.78. But, the report is not formatted to have decimal places. If we made that change, all the data would change as did in my previous attempt at a fix.

I think the data was not rounded and loaded properly. I will have to do more research to decide if this assumption is true. If it is true, we will need to correct the bad data.

Can you check the other quarters for 80260 to see if they are reporting correctly? Please let me know if you see any other data that looks incorrect.

===== State: Assigned by:kcontee at 7/14/2003 3:52:15 PM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.

Attached are a couple of interesting finds for you to review:

Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change.

Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case.

Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in the FP Datamart. There are no decimal places in these numbers. Should this be the case?



## Task Order 139 – Data Mart Operations

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===== State: Assigned by:mko at 6/9/2003 8:34:18 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

**ID:** MPOps00000458 **Title:** Capitalized Interest Report - SI #12  
**State:** Assigned **Priority:** 2. Medium  
**Open:** 5/27/2003 8:20:25PM **Target Date:**  
**Requestor:** Susan Haenel-Beck, 917-767-6435 **Assigned to:** Keisha Contee, 202-962-0655  
**Description:**

Enhancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

[Activity Log:](#)

===== State: Assigned by:kcontee at 12/2/2003 12:31:20 PM =====

12/2 - Sent Nettie and Susan an email asking if the report's current percentage column would suffice?

8/29 - Will refer to SIR 229 for more information.

===== State: Assigned by:lphillips at 9/4/2003 10:41:32 AM =====

8/29 - Will refer to SIR 229 for more information.

**ID:** MPOps00000484 **Title:** GA Monthly Trigger Rate Report Metrics  
**State:** Assigned **Priority:** 2. Medium  
**Open:** 7/9/2003 7:43:53PM **Target Date:**  
**Requestor:** Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655  
**Description:**

This report doesn't not seem to be calculating the correct metrics for columns Trigger Rate Monthly and FYTD.

[Activity Log:](#)

===== State: Assigned by:kcontee at 11/3/2003 11:43:37 AM =====



## Task Order 139 – Data Mart Operations

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11/03 Keisha is working on a fix for this issue.

**ID:** MPOps00000513      **Title:** Applied Quarter Date Display  
**State:** Assigned      **Priority:** 2. Medium  
**Open:** 10/28/2003 3:08:18      **Target Date:**  
**Requestor:** Jerry Wallace, 214-880-3087      **Assigned to:** Keisha Contee, 202-962-0655  
**Description:**

The Applied Quarter on the Special Allowance report is not displayed as a date (ie. June 30, 1995. The user would like for this attribute to be displayed as a date.

**Activity Log:**

===== State: Assigned by:kcontee at 11/12/2003 2:40:07 PM =====

11/10 KC has made the change to applied quarter. Jerry Wallace will verify.

===== State: Assigned by:kcontee at 11/10/2003 4:03:00 PM =====

11/10 KC has made the change to applied quarter. John Jebian will verify.

**ID:** MPOps00000518      **Title:** Largest Parent Lenders by Loan Type  
**State:** Assigned      **Priority:** 2. Medium  
**Open:** 11/14/2003 5:00:14      **Target Date:**  
**Requestor:** Nettie Harding, 202-377-3307      **Assigned to:** Keisha Contee, 202-962-0655  
**Description:**

The report is not showing the children lenders under each parent lender.

**Activity Log:**



## ***Task Order 139 – Data Mart Operations***

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### **Credit Management (CM) Data Mart Operations Status**

#### ***Work Accomplished During This Period***

- Completed load/reconciliation of Demographic data for October in Production environment.
- Completed load/reconciliation/aggregations of Financial data for October in Production environment.
- Began loading Financial data for November as it was received from FMS in the Production Environment.
- Added new transaction IDs to d\_txn\_map table.
- Provided daily monitoring of CM data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

#### ***Issues or Anticipated/Current Problems***

- None to report.

#### ***Planned Work for Next Period***

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Complete load/reconciliation of Financial data for November for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for November in Production environment.
- Run full aggregations in Production for November data (aggregations with Demographic data).
- Begin loading December data as it is received from FMS in the Production Environment.





## Task Order 139 – Data Mart Operations

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### Help Desk Monthly Throughput (CM)

#### Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	0	0	0
Closed	0	0	0	0	0
End of Month Balance	0	0	0	0	0

#### Data Request (Multiple)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	2	0	2
New	0	0	1	0	1
Closed	0	0	2	0	2
End of Month Balance	0	0	1	0	1

### Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	0	0	0
Closed	0	0	0	0	0
End of Month Balance	0	0	0	0	0

### System Change Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	1	0	1
Closed	0	0	1	0	1
End of Month Balance	0	0	0	0	0

Note: SIRs in POSTPONED status are not reflected in these numbers



## Task Order 139 – Data Mart Operations

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### Help Desk Request Summary (CM)

Total Processed Requests: 2

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
514	Closed	Date Request (Multiple)	Improve delinquent loan by state report performance	3. Within 15 Business Days	10/30/2003	11/17/2003
519	Assigned	Help Desk	MSTR Desktop - "Connection to Server Lost:	3. Within 15 Business Days	11/19/2003	



## Task Order 139 – Data Mart Operations

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### Credit Management Data Mart Requests

Total Open Requests: 1

ID MPOps00000519      Title: MSTR Desktop - "Connection to Server Los  
State: Assigned      Priority: 3. Within 15 Bus

Date Opened: 11/19/2003 5:00:00      Target Date: 12/2/2003 5:00:00A  
Requestor Andy Cho, 202-377-3493      Assigned: Al Bradley, 202-962-0661

#### Description:

During report execution from MSTR desktop, A. Cho has lost the connection to the MSTR I-Server. Estimates that it has happened after one hour. Al Bradley to try to recreate error and identify cause.

#### Activity Log:

===== State: Assigned by:abradley at 11/24/2003 10:48:55 AM =====

On 11/20 A. Cho experienced connection time out.

Attempted to resolve issue by having Andy disable the connection time out setting for his MSTR Project Source. A.

Bradley confirmed that the I-Server is not configured to disconnect inactive users. We will see if this issue reoccurs between now and the next Power User Meeting.